

## Eddie Sleeper

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**From:** Irene Robinson <acrobenson@chartermi.net>  
**Sent:** Monday, January 15, 2018 10:36 PM  
**To:** Eddie Sleeper  
**Subject:** Energy Policy Committee/DTE Shut Off Process

Dear Mr. Sleeper,

I am a Hamburg Township resident, district 42. As I am unable to attend the House Energy Policy Committee meeting on Tuesday January 16 regarding DTE's electricity shut-off process, I am submitting written testimony. Please see below.

I received two letters from DTE, dated October 10, 2017 and October 17, 2017, threatening to shut off my power on or after October 23 if I did not allow them to install a smart meter. The letters said I should contact them immediately at 313-235-4009. I called at 3:30 pm on October 19 and at 2:55 pm on October 23. I left a message both times. The message I received on the second call to DTE said that they had received my call, my shut-off was suspended and someone would get back to me within 2 business days to set up an appointment. On October 26 at 6:15 pm I received this call from Toll-Free 855-571-7723: "Hello, this is DTE energy calling regarding the AMI meter upgrade. This call is in response to your voice message we received on our 313-232-4009 phone line to arrange access to upgrade our electric metering equipment. We will contact you as soon as possible to set up or verify your appointment. It is not necessary for you to contact us again. Your shut-off date has been postponed, but will resume if you do not provide us clear access to upgrade our metering equipment on the appointment date you requested. Thank you for being a valued DTE customer. If you have any further questions, please call 800-477-4747. Thank you."

At 7:33 pm on October 26, 2017 Tiffani called me back from DTE (734-213-9892) for 24 minutes. She said DTE was making appointments two weeks out. Mine was set for November 8, 2017 between 12:00 and 4:30 pm to install an opt-out meter. Sunday October 29, 2017 at 10:00 am three DTE trucks came and shut off my power at the pole while I was walking on the road. I arrived home before they left, told them I had an appointment on November 8, and they should reconnect my power. They said I had to unlock my meter, which I had arranged to have my son come over on November 4 to do (4 days before my scheduled appointment with DTE). They left me with no water (as my house is served by a private well), no phone, unable to use my C-pap machine during the night, no heat (temp dropped to 59 degrees). One of the men leaned out of the truck to take a picture of me (a grey-haired, 73-year old woman). They told me to take it up with the supervisor in the other truck (John E-62617). I told him to call his supervisor to verify that I had complied with their threatening demands. He refused, and said he had no knowledge of my appointment. Yet, the third truck happened to have an opt-out meter on board, which was to be installed on my house. The third truck left very quickly as more of my neighbors gathered to witness this event. If these DTE employees had no knowledge of my appointment on November 8, how did

they know that I had requested an opt-out meter?

After the DTE workers left, I had a panic attack, as I realized I could not get my car out of the garage. I felt dizzy, faint and fell to the sidewalk. I called 911, thinking I was experiencing a heart attack. Paramedics came, helped me inside the house, took my car out of the garage for me and stayed until I seemed more stable. My son called DTE to restore my power. He was told they would not be able to do so until Monday, October 30. I called DTE on Monday morning, from a neighbor's house (800-477-4747, Jeanette). She told me that her records showed I had a power outage and I had to call (313-235-4009) to have it restored. The message at that number said I had to leave a message. I called 800-477-4747 back again. This time I talked to Vani, who let me talk to Kim, a customer care supervisor. I was told it might take 2-3 business days to restore my power. By the time I arrived home, my power was back on. Later, at 4:50 pm another DTE truck came to my house. This employee said he was sent to turn my power back on.

Thank you, and please let me know if you need any more information.

Sincerely,

Irene Robinson